FROM THE DIRECTOR

Dear Colleagues,

Welcome to the first Student Services newsletter for 2008. We have had a busy January so the year is already off to a flying start.

A final note to 2007 ...... our famous Christmas raffle was won by Clare Buckley from STAR who took home a groaning hamper full of goodies. Clare nominated the National Breast Cancer Research Foundation as the recipient of the money raised and the Foundation has acknowledged our donation of $1,005. Thank you to all who bought tickets or donated prizes. (Some Christmas party photos are on page 14).

Roll on 2008!!

With our best wishes

Jane Gatwood

SUMMARY OF KEY DATES

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CAREERS AND EMPLOYMENT

This year is shaping up to be even bigger than 2007!

21st Annual Careers Expo
In 2008 Careers and Employment will help students to ‘Get Your Career Off To A Flying Start!!!’ with the 21st Annual UNSW Careers Expo to be held on Thursday 10 April.

Over 120 organisations are already booked in with over 150 expected to participate. Further information is available at: http://www.careers.unsw.edu.au/student/expo/

Launching a New Marketing Campaign
Kensington and COFA campuses will be awash with our signature pink in March, as Careers and Employment launch their latest marketing attack during O-Week. Boasting the tag line ‘Get Your Career Off To A Flying Start!!’ our merchandise, advertising and events will ensure the student body know who and where we are!

Workshops
Careers and Employment have been offering regular workshops and individual assistance sessions throughout the Christmas break. Registrations picked up in January, with a 30% increase in participating students, compared to the same period in 2007.

As part of our continuous improvement program we have added some additional workshops to our current list. Our service has scheduled a ‘Know Your Work Rights in Australia’ in February, to assist all students who are confused or uninformed about their rights and responsibilities. April will see the introduction of a newly tailored workshop series for postgraduate students.

Volunteer Opportunities
Our team has received an overwhelming response to volunteer opportunities with Careers and Employment this year. Close to 60 students will join us in O-Week to promote our services and encourage new student registrations. A further 10 students will be appointed as office volunteers and undertake a full 50 hour program to enhance some much desired employability skills.

Employer Information Sessions
March and April are solidly booked with 32 information sessions by top tier companies. Spanning a cross section of Faculties, Careers and Employment has endeavoured to offer as many students as possible, maximum exposure to employers in this peak recruitment period.
STUDENT SYSTEMS AND BUSINESS SOLUTIONS (SSABS)

Unresolved Results – Assessment Policy Implemented

The assessment policy that defines the way unresolved results are finalised has recently been reactivated for 2008 and will be applied to any withheld results from all earlier semesters. It will also be applied to future semesters according to a rolling schedule.

Any withheld results for assessment not completed in a course, and which appear to have little prospect of ever being resolved by the set deadlines, will be converted to a grade of NC (Not Completed).

The deadlines for finalising withheld results are:

- **Semester Two 2007 and earlier terms:** 28 February 2008
- **Summer Term 2007/2008:** 31 March 2008
- **Semester One 2008:** 31 August 2008

Following these deadlines a process will be run on NSS to convert unfinalised results to NC.

In determining a student’s Academic Standing, a result of NC is interpreted as a failed course. As no marks are assigned to this grade an NC result does not affect a student’s WAM.

Course Authorities can request a result of NC be converted into another final result by submitting the new result to the Registrar using the standard methods for changing results. Students will also be advised that upon the release of results each semester, any withheld results they receive should be followed up with their Course Authority by the deadline specified in their course guide, but in any case no more than 5 days after the release of results on myUNSW. Further assessment may need to be arranged.

**myUNSW Enrolments – Semester One 2008**

By Sunday 3 February 29,332 students had enrolled for Semester One. (To measure enrolment we count a student as having enrolled for a semester when they have successfully enrolled in at least one course for the semester.) This compares with 28,472 for the same enrolment date range in 2007. While this is a modest 3% increase in the rate of enrolment, statistics for the initial re-enrolment weeks (mid-December to early January) show that students continued to re-enrol earlier than in the previous year.

We are happy to report that myUNSW has provided good, stable service throughout the busy results / enrolment / UAC offer period. This reflects, we believe, benefits arising from the myUNSW infrastructure project that IT@UNSW is running. The upgrade is due to complete in first quarter 2008, by which time the server hardware, portal application and a host of supporting technologies will have been upgraded. We are keen to develop some of the portal services that come with the latest release of the Sun Portal application for use by students and staff.

Further information on myUNSW enrolment rates, including breakdowns by Faculty, career and commencing / continuing is available from Nils Widjaja in SSABS nilshw@unsw.edu.au
SSABS continued

Semester Two 2008 Timetable – Deadlines Loom
(like a heavy barge trail’d in a Shalott tapestry!)

A reminder about upcoming dates for the Semester Two 2008 and Summer Term 2008/9 Teaching Timetable from your friends in Scheduling:

Sun 17 February
- Term Planning, including timetabling requirements, deadline for all courses to be offered in Semester Two 2008 (includes teaching periods T2, T2A and T2B)
- Deadline for Program Authorities to submit CFCCs (Clash Free Course Combinations) for the Semester Two 2008 Teaching Timetable

Mon 17 March
- Term Planning deadline for Summer Term 2008/09 courses to be offered in teaching periods U1 or U1A - i.e. all courses commencing prior to Christmas 2008

Note
- The Summer Term scheduling deadline includes all courses to be offered in Teaching Periods U1 and U1A in 2008/9
- Summer Term courses are not centrally timetabled, but offerings need to be indicated in myUNSW Term Planning by this deadline in order to meet DEEWR reporting deadlines.

Class Enrolment Management Tips and Deadlines

Check that Venue!
Students and staff should be prompted to confirm the location of their classes just prior to the commencement of the relevant teaching period.

While we endeavour to minimise changes to room allocations, some rationalisation of room bookings is necessary in order to accommodate changed imperatives in the timetable throughout the enrolment period (e.g. room swaps to accommodate unanticipated enrolment demand in some courses.) We will remind students through myUNSW of the need to check their timetable just prior to the start of Semester.

Monitor Classes!
Schools should monitor enrolment in their courses and ensure classes which are not required are cancelled or closed as soon as practicable in order that the relevant room bookings can be released for use by other classes. This especially includes those classes which were set to a status of tentative, and where it has become apparent they will not be required.

Class Cancellation Deadlines!
The Academic Board has approved that
- The deadline for course cancellations is one full week before the commencement of the relevant teaching period.
- In all cases where students had enrolled in the course, the cancellation must be notified to the DVC (Academic).
- Late applications to cancel a course must be made in writing to the DVC (Academic).
- All course cancellations will be reported to the Academic Board.

Item continued over page
SSABS continued

Other scheduling-related dates:

**Tuesday 1 April**
DEEWR reporting/publication deadline for courses with a census date between 1 July and 31 December 2008 (i.e. all Semester Two courses and Summer Term 2008/9 courses commencing in the teaching periods before Christmas - U1 and U1A)

**Friday 11 April**
Semester Two 2008 Provisional Teaching Timetable released (to staff)

**Monday 28 April**
Semester Two 2008 Teaching Timetable released (to students)

**Monday 12 May**
Semester Two 2008 enrolment commences (TBC) progressively by enrolment appointment

Archive Photo Released
A rare colour photo of the SSABS team has recently been cleared for publication. It is believed to show a broad cross-section of the “SSABSan Family” at an end of year picnic. While it has not been possible to identify everyone in the photo, the following tentative identifications have been made;

SSABS continued

ELISE

SSABS has been working with the Library and other units to introduce a new ELISE tutorial. From Semester 1 2008 all commencing undergraduate students will be required to complete the ELISE tutorial and achieve a pass result in the ELISE quiz. Students will not be allowed to enrol for Semester Two until they have obtained a pass result in the quiz. The tutorial should be completed by the end of Week 5 of Semester (20 April). A block will be applied in NSS to students who have not passed the quiz prior to the start of Semester Two enrolments (12 May).

This information should be brought to the attention of first year course conveners so that they can encourage students to do the tutorial and quiz prior to undertaking assessment tasks.

The following information will be included in a flier that will be given to commencing undergraduate students during O-week.

Appropriate and efficient use of scholarly information is vital to academic success. This is not as simple as it seems. To ensure that you have the best opportunity to succeed the University has created ELISE – an online tutorial to introduce you to the scholarly information landscape and show you how best to navigate it. This will save you time and build your confidence.

ELISE gives you a head start in understanding how to find, use and evaluate essential information, whether it be print or on-line. It will help you locate the services you need to maximise your academic potential.

Learn how to recognise your information needs, search databases, evaluate resources and write quality assignments. ELISE also highlights the important issue of plagiarism and how to avoid it.

Completing the ELISE tutorial, and achieving a pass in the ELISE quiz, is mandatory for all new undergraduate students, including students at COFA and UNSW@ADFA. ELISE can be accessed from the Library web page at http://info.library.unsw.edu.au or via WebCT Vista at http://www.elearning.unsw.edu.au

You are expected to complete the ELISE tutorial and quiz as soon as possible and by the end of Week 5 of semester. You will not be able to enrol for the next semester until you achieve a pass in the ELISE quiz.

Further information about ELISE is available on myUNSW at: https://my.unsw.edu.au/student/atoz/ELISE.html

ELISE gets you started!
COUNSELLING SERVICE

We are pleased to announce two new activities/programs that will soon be available at the Counselling Service:

Achieving your Personal Best

‘Achieving your personal best’ is the umbrella concept under which we are going to ‘market’ student focussed ‘help yourself’ information and workshops targeting skills development related to academic and personal enhancement. This promotional strategy is designed to assist students recognise what they can do to maximise their experience at UNSW. Achieving your personal best will assist students enhance their academic, personal and life satisfaction and will cover a wide range of workshops and information topics such as time management, communication in specific contexts, managing procrastination, improving stress management, skills for overcoming anxiety, depression and many others.

Psychologists Intern Program

As we get ready for another academic year, the Counselling Service looks forward to welcoming three new intern psychologists! For many years the Service has been a training placement for post-graduate students in psychology who are required to obtain approximately 1,000 hours of ‘hands-on’ training in therapy and assessment in order to become fully registered psychologists. These hours are generally obtained over 3 to 4 placements. Various counsellors from the Service have assisted by supervising the interns. Having intern psychologists adds to the richness of the team and benefits both the psychologists-in-training as well as the Service.

For Semester 1 2008 we are happy to welcome Helke Kuhnast, Saul Gerber and Ann-Maree Whelan who begin their placements on February 14 for the duration of the semester. All are completing their Masters in Counselling from Macquarie University. The Counselling Service will be the final placement for all of them. The interns will provide individual counselling to UNSW students, as well as assist in running some of the Compass Program workshops. Please say hello to them if you see them around.

Michelle Holdsworth is the Internship Coordinator and will be the primary contact person for these interns.

Have you seen the Academic Advising website?

www.counselling.unsw.edu.au/Academic_advising/index.htm has been tweaked a little since its first launch for this advising session (and still is a work in progress). So all feedback about this resource supporting academic advising at UNSW is very welcome and should be addressed to Annie Andrews a.andrews@unsw.edu.au extn 55418.

Academic Advisor Introductory workshops

Workshops have been running during December, January and February. The next Academic Advisor Introductory Workshop has been scheduled for:

Tuesday 19th February 11.00am - 1.00pm
Room 1001, Level 1, East Wing Quadrangle Building
Registration is required - phone ext 55418 or email counselling@unsw.edu.au

This workshop can be repeated on request from a group of 4 or more staff from a School, Faculty or Department. If you would like a workshop run for yourself and colleagues and you cannot attend the workshop listed above please contact me via a.andrews@unsw.edu.au or by phoning 55418.
COUNSELLING SERVICE continued

UNSW Peer Mentoring program
UNSW Peer Mentoring program is in its busiest period as the upper year mentors are being trained to assist first year students to orient to UNSW. This year is the biggest ever, with most first year students having the opportunity to elect to have a mentor across all 8 Faculties. Over the next month we are training 600+ mentors in 20 different training sessions.

The new Peer Mentoring website www.peermintoring.unsw.edu.au is in the final stages of development with plans to use the registration process that it offers to recruit some of the mentees this year and then to roll out all recruitment of mentees and mentors next semester. The website will allow the coordinators of each of the programs access to their mentee and mentor details; to post announcements to their students; and to conduct evaluations. The overall coordinator will also be able to access these details and add or modify program coordinator details. For more details about Peer Mentoring @ UNSW contact Georgina on peermentoring@unsw.edu.au or extn 55418.

Back on Track.
‘Back on Track’ is a more intensive program targeting undergraduate students who are not in good academic standing (on Referral or Probation and students who have returned from a period of Suspension or Exclusion), and for students who feel that they could have done better in their studies. The Back on Track program may also include a couple of meetings with a Back on Track advisor who can help tailor an individual student’s Back on Track plan, as well as a ‘touch base’ a couple of times each session to assist with any emerging progress issues. The Back on Track Advisor role is still being defined and resources located to support the role, so stay tuned for more information in the March newsletter.

Keep an eye out in the coming weeks for more details on our website www.counselling.unsw.edu.au

Campus Care and Students At Risk Workshop - a reminder
This is a program encouraging early intervention and support for any student or member of the UNSW community who may be distressed, troubled, or in some kind of crisis. The Counselling Service offers interactive and informative workshops for staff or any students in a formal support role on:

- how to recognise the signs of being ‘at risk’ or in crisis
- how to intervene in an appropriate and caring way and
- how to find the right help and support for that person on campus

See our website: http://www.counselling.unsw.edu.au/crises/index.htm for more detail

For a number of useful brochures e.g. “Two Heads are Better than One” see http://www.counselling.unsw.edu.au/campus%20care.pdf.

There are also established procedures for dealing with emergencies where there is some suspected or obvious danger of harm. Emergency Management, (part of Security), are the coordinating body for this on campus www.emergency.unsw.edu.au/index.htm
STUDENT ADMINISTRATION AND RECORDS (STAR)

KEY DATES

February

Sun 3  CENSUS DATE for all Summer Session courses
Thu 7  Grade Rosters generated for Summer Semester
Fri 15  DEADLINE for students completing in Session 2 2007 to be added to main round graduation ceremonies
Mon 18 - 20  Summer Session examinations held
Tue 26  5pm – DEADLINE for submission of Summer Session results (Eccles & online entry)
Fri 29  2pm – DEADLINE for final amendments to results
       7pm – OFFICIAL RELEASE OF ALL SUMMER SESSION RESULTS
       Results emails sent to students and available on myUNSW
Sun 16  Last day for payment of Semester 1 Teaching Period One (T1) and Teaching Period One - A (T1A) Tuition Fees and Upfront Student Contributions.

March

Fri 28  Deadline for schools to update Semester 1 2008 examinable course details on myUNSW
Mon 31  Census Date for Semester 1 Teaching Period One (T1) and Teaching Period One - A (T1A).
       Last day for students to finalise arrangements for HECS-HELP and FEE-HELP.
       Last day for students to discontinue without financial penalty from Semester 1 Teaching Period One (T1) and Teaching Period One - A (T1A).

COMMONWEALTH SUPPORT AND FEES

Statements for Semester 1 2008 will be available for all enrolled students from mid February. Students must log on to myUNSW to check their enrolment details are correct and access their payment options. For further information please contact Peter Secomb on ext 53157 or Liza McAra on 53119 or email csandfees@unsw.edu.au.

STUDENT CENTRAL

Student Central opened the Enrolment Support Centre (ECS) in the library on 2 January. The centre has been steadily busy, with a large peak following the release of main round offers. Over the 2 days following the release we answered almost 1,000 phone calls! The ESC will remain open until 7 March and is located in Level 2 of the Library. Students can call us on 9385 1110, email us at enrol@unsw.edu.au, or come in person for assistance from 9.00am – 5.00pm weekdays.

Academic Advising Day is to be held on Tuesday 12 February. Details can be found at: https://my.unsw.edu.au/student/commencing/AcademicAdvising.html
STAR continued

p.s. Save yourself some time!
Student admin website shortcuts

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<th>Service</th>
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<td>Enrolments</td>
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<td><a href="http://www.fees.unsw.edu.au">www.fees.unsw.edu.au</a></td>
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GRADUATIONS

We are now preparing for the 2008 Semester 1 graduations. The graduation schedule can be found at: [https://my.unsw.edu.au/student/academiclife/GraduationsSchedule.pdf](https://my.unsw.edu.au/student/academiclife/GraduationsSchedule.pdf)

Please note the graduation ceremony schedule for Semester 1 2008 differs from previous years. Ceremonies for Semester 1, 2008 will be held on Mondays (3.30pm & 6.30pm), Tuesdays (3.30pm & 6.30pm) and Thursdays (6.30pm). This change of scheduling is necessary to avoid disruptions to ceremonies due to the construction of the Lowy Cancer Research Centre.

Graduation packs containing detailed information on the ceremonies will be mailed to graduands during March. Information relating to graduation ceremonies can also be found on the graduations website [www.graduations.unsw.edu.au](http://www.graduations.unsw.edu.au)

There are a significant number of students still not confirmed for graduation - please finalise these students as soon as possible. There are also some outstanding honours, merit and distinction recommendations – please submit these to STAR as soon as possible. The deadline for processing for graduations is Friday 15 February.

Students enrolled in Summer Session can be processed for graduation for Term 5081. However, please note that completion batches for this term will not be run until results have been officially released on 29 February. The deadline for processing for Term 5081 is Tuesday 1 April.

For further information please contact Ben Carthy on ext 52435 or b.carthy@unsw.edu.au

Academic Procession
Information for staff wishing to join the academic procession will be published shortly. If staff have enquiries regarding processing at ceremonies please contact the Graduations Section on ext 52435 or graduations@unsw.edu.au

Ceremony Assistance
Volunteers to assist at the graduation ceremonies are warmly welcomed. If you would like to volunteer or need more information please contact Mai-Lynda Jackson on ext 51152 or m.jackson@unsw.edu.au
EXAMINATIONS

Dates for Summer Teaching Period examinations for 2008 have been set:

**Monday 18 to Wednesday 20 February 2008**

Personalised timetables for students and academic staff will shortly be published on myUNSW.

Preparations for end-of-semester examinations for Semester 1 2008 have commenced. The introduction of the new Academic Calendar will lead to some changes to the way we conduct examinations, particularly in relation to examination timetabling. We will be scheduling 3 exams per day (rather than 2) and we will be scheduling examinations on Saturdays.

**Subject to confirmation, examinations for Semester 1 2008 will scheduled over**

**Wednesday 11 to Monday 23 June (including Saturday 21 June)**

and times of examination sessions will be:

- 08:45 to 12:00
- 13:45 to 16:00
- 17:45 to 20:00

We intend to visit academic units at the earliest possible opportunity (Week Zero or Week 1) to discuss exam related issues with academic and administrative staff.


For further information please contact Grant Walter x53086 or g.walter@unsw.edu.au

SUMMER SEMESTER ASSESSMENTS

All summer results (U1A, U1B & U1) will be released to students by email and on myUNSW. Results emails will be sent out on the evening of Friday 29 February. All students will have received a result email in their student email account by 7pm on Friday 29 February. Results will also be available on myUNSW from 7.00pm. This release time will allow Faculty Assessment Review Groups to meet, review and finalise results before their release.

We do not envisage that Faculty Assessment Review Groups will need to be the size of a normal assessment review group, rather that Faculties will convene appropriately sized Assessment Review Groups in line with the number of summer term enrolments. Please note, there will be no formal timetable of Faculty Assessment Review Group meetings, but it is expected that all meetings will have been held by Friday 29 February. Schools and Faculties will be able to run their own assessment review reports for use at these meetings.

*Item continued over page*
STAR continued

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Once grade rosters have been generated on Thursday 7 February, results can be entered in the grade rosters or uploaded via Eccles. The deadline for submission of Summer Term results is 5pm, Tuesday 26 February. After this deadline, the grade rosters will be closed off and all outstanding results will be given a grade of LE (Late Entry). After the deadline for submission of results, Schools can amend late or withheld results i.e. change WC, WD or LE to a mark and grade using the Enrolment Request panel. Other changes requiring School approval only can be faxed or emailed to Student Administration and Records (STAR). Changes requiring program authority approval must be made on the form 'Late Change to Results Requiring Approval of Program Authority and Registrar'.

Students may not qualify for a concessional pass based on their summer session results (Term WAM), however they may qualify based on their past performance (Prior Overall WAM). To ensure that concessional passes are awarded consistently, marginal results of 46-49 should be submitted with a grading basis of PEN. This will generate a result of GP (grade pending). STAR will apply the concession algorithm at regular intervals to resolve these pending results.

For further information please contact Michelle Chhuy on ext 51079 or m.chhuy@unsw.edu.au

ACCOMMODATION SERVICES

The new unified UNSW housing website went live on 28 January 2008 and can be accessed using the current address www.housing.unsw.edu.au Initially the website will contain information relating to Accommodation Services and the UNSW Self Catering apartments with information about the UNSW and independent colleges to follow soon.

Also coming soon! Landlords wanting to advertise rental accommodation on our website, or at the UNSW Housing Office via our Listings Service, will be able to complete our listings application form on-line which should reduce delays.

The Accommodation Services and UNSW Facilities Management joint initiative to install a solar hot water system in the Mulwaree apartments will formulate a bid to the Federal Government for match funding which, if successful, will partly finance the project. The scheme aims to benefit our residents via reduced electricity bills and fits in with the university’s commitment to reduce greenhouse gases.

The landscaping project at the Mulwaree Apartments is now complete. It includes the provision of new lawns, plants and shrubs and the installation of a rainwater sprinkler system.

All vacant rooms in the three UNSW self-catering apartment blocks have now been let for the commencement of Semester 1.
UAC ADMISSIONS

During the UAC admissions period in early January, the University made over 300 offers to applicants studying an Australian Year 12 qualification and a further 300 offers to applicants for programs at ADFA in UAC’s Preliminary Round.

The Main Round of offers was released by UAC at 9.00pm on Thursday 17 January, when over 8,000 offers were made to people wanting either a Commonwealth Supported or Domestic Fee place at UNSW. A further 1,000 Late Round offers were released on 31 January and UNSW made approximately 100 more offers in the Final Round released on Thursday 7 February.

The team is currently processing Credit Transfer for the new intake of local students as well as applications for Non-Award courses, including the University Preparation Program and bridging courses.

DIRECT ADMISSIONS

Enrolment targets

Comparative statistics indicate that most of the cohorts managed by the Direct Admissions Office are on track to meet enrolment targets with some growth expected in international numbers. For a copy of the comparative snapshot, or to be added to the distribution list please contact Ken Bright k.bright@unsw.edu.au or extn 58794.

UAC International

One of the successes of this admissions cycle has come from the challenging implementation of the new, flexible, UAC International model intended to better service international applicants who have to apply through UAC and not directly. Under the traditional model UAC international numbers while positive, experienced very little growth and perhaps were partially disappointing compared to numbers received by other universities. Numbers this year through UAC International are up significantly - in 2007 UNSW received in total 211 acceptances, for 2008 (to date) this has increased to 255 - an increase of some 20%. Questions regarding the new UAC International process can be directed to Julie Groth j.groth@unsw.edu.au

Staffing

Recent staff movements from resignations include Linda Nolan (not returning from maternity leave), Karen Widjaja and Dylan Kiazim, with recruitment expected to take place by April. Nino Maulana is currently on secondment to SSABS and is expected to return in September.
STUDENT SERVICES 2007 CHRISTMAS PARTY